

Amendments to the Claims:

This listing of claims will replace all prior versions and listing of the claims in the application:

Listing of Claims:

1.-35. (Canceled)

36. (Previously Presented) A method of providing information assistance to a wireless terminal, comprising the steps of:

receiving, from a wireless terminal, a contact information request with an information assistance application located on an information assistance server, wherein the contact information request is a request for an information record associated with a subscriber terminal that is other than the wireless terminal;

determining a contact preference for how to contact the subscriber terminal about the received contact information request with the information assistance application;

generating an authorization request to request permission from the subscriber terminal to provide the information record of the subscriber terminal to the wireless terminal;

transmitting the authorization request to the subscriber terminal in accordance with the determined contact preference;

receiving a reply from the subscriber terminal indicative of whether or not the requested information record is permitted to be provided to the wireless terminal; and

generating a response for transmittal to the wireless terminal only when the reply is indicative of permission to proceed with provision of the requested information record to the

wireless terminal, the response including only information from the information record that is identified by a user of the subscriber terminal as permissible to send to the wireless terminal.

37. (Canceled)

38. (Previously Presented) The method of claim 36, further comprising the step of transmitting the generated response to the wireless terminal.

39. (Previously Presented) The method of claim 36, where the response comprises a multi-modal message that includes both a voice-based response and a text-based response during a single interaction.

40. (Previously Presented) The method of claim 36, where the request includes at least one information record item about the subscriber terminal selected from a group of information record items comprising a first name, a last name, an address, an employer, a home phone number, an office number, a subscriber's wireless service provider, a previous wireless phone number, or a previous wireless provider.

41. (Previously Presented) The method of claim 36, where receiving, from a wireless terminal, a contact information request comprises interpreting the contact information request with a voice recognition module when the contact information request is a spoken request.

42. (Previously Presented) The method of claim 41, where interpreting the contact information request comprises further interpreting the contact information request with a natural language processing module.
43. (Previously Presented) The method of claim 36, where the request comprises a text message.
44. (Previously Presented) The method of claim 36, where determining a contact preference comprises the information assistance application querying a virtual customer database system.
45. (Previously Presented) The method of claim 44, where querying a virtual customer database system comprises accessing a customer proprietary information record having customer contact data that includes a contact preference, the customer proprietary information record associated with the subscriber terminal.
46. (Previously Presented) The method of claim 36, wherein generating a response further comprises interpreting the reply from the subscriber terminal, and generating a multi-modal response for transmission to the wireless terminal.
47. (Previously Presented) The method of claim 36, where generating an authorization request comprises generating the authorization request in accordance with the determined contact preference.

48. (Currently Amended) A computer readable medium storing a computer program
~~embodied on a computer readable medium~~ for providing information assistance to a wireless
terminal in a wireless communication system, comprising:

a code segment that receives a contact information request for an information item
associated with a subscriber terminal, the request generated with a wireless terminal that is other
than the subscriber terminal by a requestor that is other than a user of the subscriber terminal;

a code segment responsive to the contact information request that determines how to
contact the subscriber terminal;

a code segment that generates an authorization request for permission to provide the
information item associated with the subscriber terminal to the wireless terminal;

a code segment that transmits the authorization request to the subscriber terminal;

a code segment that interprets a reply from the subscriber terminal to determine if
permission to provide the information item associated with the subscriber terminal to the
wireless terminal was granted; and

a code segment that generates a response to the wireless terminal that includes at least a
portion of an information record associated with the subscriber terminal when permission is
granted, the at least a portion of the information record including from the record information
only information specified by a user of the subscriber terminal as acceptable to be provided to
the wireless terminal.

49. (Canceled)

50. (Currently Amended) The computer readable medium ~~program~~ of claim 48, further comprising a code segment that transmits the response to the wireless terminal.

51. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the response comprises a multi-modal message that includes both a voice-based response and a text-based response.

52. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the code segment that receives a contact information request is configured to include a code segment that interprets the contact information request with voice recognition to determine how to identify the subscriber terminal when the contact information request is a verbal request.

53. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the code segment that receives a contact information request is configured to include a code segment that performs voice recognition and natural language processing to interpret the contact information request when the contact information request is a verbal request.

54. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the request comprises a text message.

55. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the code segment that receives a contact information request is configured to include a code segment

that performs voice print analysis to determine an identity associated with the requestor when the contact information request is a verbal request.

56. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the code segment responsive to the contact information request that determines how to contact the subscriber terminal is configured to include a code segment that accesses a virtual customer database system to determine how to contact the subscriber terminal.

57. (Currently Amended) The computer readable medium ~~program~~ of claim 48, where the code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal is configured to include a code segment that determines an identity of the requester.

58. (Currently Amended) The computer readable medium ~~program~~ of claim 57, where the code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal is further configured to include a code segment that includes the identity of the requestor with the authorization request.

59. (Currently Amended) A system for providing information assistance to a wireless terminal, comprising:

an information assistance application server;

the information assistance application server operable to run an information assistance application that is configured to receive a contact information request from a wireless terminal for an information item associated with a subscriber terminal other than the wireless terminal;

the information assistance application further configured to determine how to contact the subscriber terminal as a function of a contact preference associated with the subscriber terminal;

the information assistance application further configured to generate an authorization request to request authorization from the subscriber terminal to provide the information item associated with the subscriber terminal to the wireless terminal;

the information assistance application further configured to initiate transmission of the authorization request to the subscriber terminal;

the information assistance application further configured to receive from the subscriber terminal a reply to the authorization request indicating whether or not to provide the information item to the wireless terminal; and

the information assistance application further configured to generate a response for the wireless terminal that includes only ~~that~~ information from the information item that is specified by a user of the subscriber terminal, the response generated only when the reply indicates the information item is to be provided.

60. (Canceled)

61. (Previously Presented) The system of claim 59, where the information assistance application is further configured to initiate transmission of the response to the wireless terminal.

62. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the response to include a multi-modal message that includes both a voice-based response and a text-based response.

63. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request to include a multi-modal message that includes both a voice-based request and a text-based request.

64. (Previously Presented) The system of claim 59, where the information assistance application is further configured to include with the authorization request a requestor information item that identifies the requestor to the subscriber terminal.

65. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request as a function of the contact preference.

66. (Canceled)

67. (Previously Presented) The method of claim 36, wherein receiving, from a wireless terminal, a contact information request comprises determining an identity of the wireless terminal or a user of the wireless terminal from the contact information request, and generating the authorization request comprises including an indication of the identity of the wireless terminal or the user determined from the contact information request in the authorization request.

68. (Previously Presented) The method of claim 67, wherein determining an identity of the wireless terminal or a user of the wireless terminal comprises determining the information indicative of the identity of the requestor from identifying information included in the request.

69. (Previously Presented) The method of claim 67, wherein receiving a reply from the subscriber terminal comprises receiving an indication in the reply of the information from the information record that is permitted to be provided to the identified wireless terminal or the user of the wireless terminal.

70. (Previously Presented) The method of claim 67, wherein receiving a reply from the subscriber terminal comprises accessing a profile associated with a user of the subscriber terminal to determine the information from the information record that is permitted to be provided to the identified wireless terminal or the user of the wireless terminal.

71. (Previously Presented) The method of claim 39, further comprising transmitting the voice-based response and the text-based response sequentially to the wireless terminal.

72. (Previously Presented) The method of claim 39, wherein generating a response for transmittal to the wireless terminal comprises accessing a database to determine a format of the response that is compatible with the wireless terminal.

Serial No. 10/751,022

Filed: January 2, 2004

Amendment and Response to Final Office Action

Mailed October 31, 2007

Response filed December 26, 2007

73. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request to include an indicator that prompts a user of the subscriber terminal for a response.